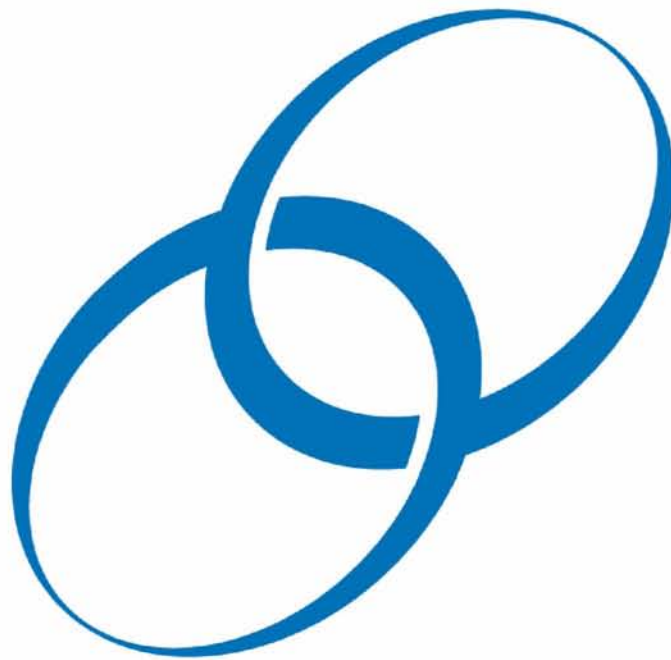


Appendix G

Promotional Items



Louisiana
Relay

Louisiana Outreach Activities 2005

Date:	Activity	# of people
11-Jan	Deaf Culture to New Trainees, Baton Rouge, LA	
13-Jan	One on One HCO Contact, Baton Rouge, LA	2
17-Jan	One on One TTY Contact, Baton Rouge, LA	2
19-Jan	One on One VCO Contact, Baton Rouge, LA	1
24-Jan	Deaf Culture to New Trainees, Baton Rouge, LA	5
24-Jan	One on One TTY Contact, Baton Rouge, LA	3
24-Jan	One on One VCO Contact, Baton Rouge, LA	1
24-Jan	One on One VCO Contact, Priarieville, LA	2
27-Jan	LRS Presentation, America Assocaition of Univeristy Women, Baton Rouge, LA	12
28-Jan	One on One TTY Contact, Baton Rouge, LA	2
29-Jan	One on One TTY Contact, Baton Rouge, LA	2
05-Feb	One on One TTY Contact, Baton Rouge, LA	1
09-Feb	Deaf Culture to New Trainees, Baton Rouge, LA	8
10-Feb	One on One VCO Contact, Baton Rouge, LA	1
10-Feb	Launching of the "Louisiana Relay Your Way" List Serv, Baton Rouge, LA	100+
12-Feb	Sponsorship of "Dash for Deaf Kids" Run, Louisiana School for the Deaf, Baton Rouge, LA	50+
13-Feb	One on One TTY Contact, Baton Rouge, LA	1
15-Feb	One on One TTY Contact, Baton Rouge, LA	1
16-Feb	Videophone installation, Spouse Abuse Program, Hammond, LA	2
16-Feb	One on One TTY Contact, New Orleans, LA	1
16-Feb	Meeting with Deaf Service Coordinator, Deaf Action Center, New Orleans, LA	1
16-Feb	Meeting with Regional Assistive Equipment Coordinator, Deaf Action Center, New Orleans, LA	1
17-Feb	Disability Awareness Day, Lake Charles, LA	175
17-Feb	One on One TTY Contact, Baton Rouge, LA	1
17-Feb	One on One VCO Contact, Baton Rouge, LA	1
18-Feb	Louisiana Commission for the Deaf Board Meeting, Louisiana Rehabilitation Service Bldg, Baton Rouge, LA	38
18-Feb	Impromptu LRS Presentation, Paycheck Loan Store, Baton Rouge, LA	4
02-Mar	St. Tammany Parish School Board, "Family Information Fair", Covington, LA	90
02-Mar	One on One HCO Contact, New Orleans, LA	3
03-Mar	St. Tammany Parish School Board, "Family Information Fair", Slidell, LA	60
03-Mar	One on One TTY Contact, New Orleans, LA	1
07-Mar	One on One TTY Contact, Baton Rouge, LA	1
10-Mar	Deaf Culture to New Trainees, Baton Rouge, LA	4
14-Mar	One on One TTY Contact, Thibodaux, LA	2
14-Mar	One on One TTY Contact, Thibodaux, LA	1
17-Mar	One on One VCO Contact, Lafayette, LA	1
17-Mar	One on One TTY Contact, Jennings, LA	2
18-Mar	One on One TTY Contact, Ville Platte, LA	1

18-Mar	One on One TTY Contact, Lake Charles, LA	2
18-Mar	One on One TTY Contact, Lake Charles, LA	2
18-Mar	Spouse Abuse Program, Hammond, LA	3
18-Mar	One on One TTY Contact, New Orleans, LA	1
18-Mar	One on One VCO Contact, Covington, LA	2
21-Mar	ADA Business Connection Leadership Mtg, New Orleans, LA	47
21-Mar	One on One HCO Contact, New Orleans, LA	1
23-Mar	St. Tammany Parish School Board, "Family Information Fair", Manderville, LA	6
25-Mar	One on One TTY Contact, New Orleans, LA	1
25-Mar	One on One TTY Contact, New Orleans, LA	1
30-Mar	One on One TTY Contact, Baton Rouge, LA	1
05-Apr	Disability & Aging Resource Institute, Baton Rouge, LA	13
07-Apr	Web Camera Installation, TTY Contact, Lafayette, LA	1
07-Apr	Videophone Installation, TTY Contact, Jennings, LA	1
07-Apr	LRS Presentation, Job Center, Crowley, LA	20
09-Apr	9th Annual Deaf Fest, City Park, New Orleans, LA	275
18-Apr	Deaf Culture to new trainees, Baton Rouge, LA	4
18-Apr	Resource Center, Deaf/Blind Trainer, Baton Rouge, LA	1
27-Apr	LRS Presentation, Lee High School Deaf Education Program, Field trip to Center, Baton Rouge, LA	11
30-Apr	Louisiana Acadian Deaf-Blind Citizens business meeting, Lafayette, LA	50
05-May	One on One Contact, Alexandria, LA	2
05-May	One on One TTY Contact, Jonesboro, LA	1
05-May	One on One VCO Contact, Farmerville, LA	2
05-May	Presentations on Relay Services, Baton Rouge, LA	1
06-May	One on One TTY/VCO Contact, Bossier City, LA	1
06-May	One on One VCO Contact, Shreveport, LA	1
06-May	LRS Presentation, Adaptive Solutions, Baton Rouge, LA	1
11-May	Customer Appreciation Crawfish Boil, Baton Rouge, LA	75
14-May	LRS Presentation, Deaf Community, New Orleans, LA	23
16-May	LRS Presentation, New Iberia Job Center, New Iberia, LA	6
16-May	One on One TTY Contact, New Iberia, LA	1
16-May	One on One TTY Contact, Lafayette, LA	2
17-May	Deaf Culture to New Trainees, Baton Rouge, LA	6
18-May	VRS & CapTel Presentation, Baton Rouge, LA	12
24-May	One on One TTY Contact, West Monroe, LA	2
25-May	Assistive Technology Workshop for SLPs, Ruston, LA	9
25-May	One on One VCO Contact, West Monroe, LA	8
25-May	One on One Contact, Spouse Abuse Program, Hammond, LA	2
25-May	One on One TTY Contact, Arabi, LA	2
27-May	One on One TTY Contact, Baton Rouge, LA	1
01-Jun	CapTel & VRS Presentation, Dept of Social Services, Baton Rouge, LA	19
3/4-Jun	LAD's 44th Biennial State Conference, Baton Rouge, LA	56
07-Jun	One on One TTY contact, Thibodaux, LA	2

07-Jun	One on One TTY Contact, Thibodaux, LA	1
07-Jun	One on One TTY contact, Thibodaux, LA	1
09-Jun	One on One TTY Contact, Baton Rouge, LA	1
10-Jun	One on One VCO Contact, Baton Rouge, LA	2
10-Jun	Meeting with LSD's Education professionals, Baton Rouge, LA	2
13-Jun	One on One TTY Contact, Covington, LA	1
13-Jun	One on One TTY Contact, Covington, LA	1
17-Jun	One on One TTY Contact, LA Career Development Center, Baton Rouge, LA	1
17-Jun	One on One Contact, Baton Rouge, LA	1
18-Jun	One on One TTY Contact, Youngsville, LA	1
18-Jun	One on One TTY Contact, Lafayette, LA	2
22-Jun	One on One VCO Contact, Baton Rouge, LA	1
28-Jun	Sensitive Training, Aquarium of Americas, New Orleans, LA	15
28-Jun	Sensitive Training, Aquarium of Americas, New Orleans, LA	13
28-Jun	Sensitive Training, Aquarium of Americas, New Orleans, LA	25
30-Jun	Sensitive Training, Wynham Hotel, New Orleans, LA	25
30-Jun	Sensitive Training, Wynham Hotel, New Orleans, LA	20
30-Jun	Sensitive Training, Wynham Hotel, New Orleans, LA	20
05-Jul	Sensitive Training, Audubon Zoo, New Orleans, LA	20
05-Jul	Sensitive Training, Audubon Zoo, New Orleans, LA	20
06-Jul	Sensitive Training, Aquarium of Americas, New Orleans, LA	15
07-Jul	CapTel Demonstration, Audubon Zoo, New Orleans, LA	2
07-Jul	Sensitive Training, Audubon Zoo, New Orleans, LA	20
07-Jul	Sensitive Training, Audubon Zoo, New Orleans, LA	20
08-Jul	VRS Presentation, Deaf Community, Baton Rouge, LA	25
08-Jul	One on One TTY Contact, Baton Rouge, LA	1
20-Jul	One on One TTY Contact, Baton Rouge, LA	1
20-Jul	One on One TTY Contact, Baton Rouge, LA	1
21-Jul	One on One TTY Contact, Thibodaux, LA	1
21-Jul	One on One TTY Contact, Thibodaux, LA	1
21-Jul	One on One TTY Contact, Lockport, LA	1
25-Jul	One on One TTY Contact, Chalmette, LA	2
25-Jul	One on One TTY Contact, New Orleans, LA	2
28-Jul	One on One TTY contact, Baton Rouge, LA	1
29-Jul	Deaf Culture to New Trainees, Baton Rouge, LA	6
01-Aug	One on One TTY Contact, Baton Rouge, LA	1
02-Aug	One on One TTY Contact, Baton Rouge, LA	1
03-Aug	One on One TTY Contact, Baton Rouge, LA	1
03-Aug	Exhibit, Special School Conference, Baton Rouge, LA	10
04-Aug	Deaf Culture to New Trainees, Baton Rouge, LA	4
05-Aug	One on One TTY Contact, Lafayette, LA	1
05-Aug	One on One TTY Contact, Lafayette, LA	2
08-Aug	One on One Contact, Spouse Abuse Program, Hammond, LA	1
08-Aug	One on One Contact, Hammond, LA	1
08-Aug	One on One Contact, Holden, LA	1
08-Aug	One on One Contact, Livingston, LA	2
08-Aug	One on One TTY Contact, Baton Rouge, LA	2
08-Aug	One on One TTY Contact, Baton Rouge, LA	1
10-Aug	Deaf Culture to New Trainees, Baton Rouge, LA	5
10-Aug	One on One 2LVCO Contact, New Orleans, LA	1

10-Aug	Sensitivity Training, Audubon Park Zoo, New Orleans, LA	18
10-Aug	One on One VCO Contact, Reserve, LA	2
11-Aug	One on One TTY Contact, Baton Rouge, LA	1
12-Aug	One on One TTY Contact, Baton Rouge, LA	1
14-Aug	Exhibit, LSD's Registration Day, Baton Rouge, LA	18
15-Aug	CATS on Demand, (Capitol Area Transportation System), LRS presentation, Baton Rouge, LA	4
15-Aug	One on One VCO Contact, New Iberia, LA	1
15-Aug	One on One VCO Contact, New Iberia, LA	1
16-Aug	One on One TTY Contact, New Orleans, LA	1
16-Aug	One on One TTY Contact, Harvey, LA	1
18-Aug	One on One TTY Contact, Baton Rouge, LA	1
18-Aug	One on One TTY Contact, Baton Rouge, LA	1
22-Aug	One on One TTY Contact, Baton Rouge, LA	1
22-Aug	One on One TTY Contact, Baton Rouge, LA	1
23-Aug	Deaf Culture to New Trainees, Baton Rouge, LA	5
25-Aug	One on One TTY Contact, Baton Rouge, LA	1
26-Aug	One on One TTY Contact, Thibodaux, LA	2
26-Aug	Media Contact, "The Advocate", Baton Rouge, LA	1
08-Sep	Katrina Relief Assistance at Catholic Deaf Center, Baton Rouge, LA	6
09-Sep	Katrina Relief Assistance at Catholic Deaf Center, Baton Rouge, LA	8
12-Sep	One on One with Coordinator of Services for the Deaf/ Hard of Students at LSU, Baton Rouge, LA	1
12-Sep	Katrina Relief Assistance at Catholic Deaf Center, Baton Rouge, LA	5
13-Sep	Katrina Relief Assistance at Catholic Deaf Center, Baton Rouge, LA	6
15-Sep	Deaf Culture to New Trainees, Baton Rouge, LA	4
16-Sep	Katrina Relief Assistance at Catholic Deaf Center, Baton Rouge, LA	10
16-Sep	One on One TTY Contact, Baton Rouge, LA	1
19-Sep	Hamilton Relay Katrina Relief, Shelters, Baton Rouge, LA	2
20-Sep	Hamilton Relay Katrina Relief, Shelters, Alexandria, LA	4
20-Sep	Hamilton Relay Katrina Relief, Shelters, Lafayette, LA	4
20-Sep	Hamilton Relay Katrina Relief, Shelters, Houma, LA	3
21-Sep	Hamilton Relay Katrina Relief, Shelters, Shreveport, LA	3
22-Sep	Hamilton Relay Katrina Relief, Shelters, Monroe, LA	6
22-Sep	Hamilton Relay Katrina Relief, Catholic Deaf Center, Baton Rouge, LA	22
26-Sep	Hamilton Relay Katrina Relief, Catholic Deaf Center, Baton Rouge, LA	10
26-Sep	One on One TTY Contact, Baton Rouge, LA	1
27-Sep	One on One TTY Contact, Baton Rouge, LA	1
29-Sep	One on One TTY Contact, Baton Rouge, LA	1
29-Sep	One on One VCO Contact, Baton Rouge, LA	1
02-Oct	Hamilton Relay Katrina Relief, Destrehan, LA	20
03-Oct	One on One TTY Contact, Baton Rouge, LA	1
03-Oct	One on One TTY Contact, Baton Rouge, LA	1
06-Oct	One on One VCO Contact, Donaldsonville, LA	2

06-Oct	One on One VCO Contact, Prairieville, LA	1
09-Oct	One on One TTY Contact, Baton Rouge, LA	1
10-Oct	One on One TTY contact, Baton Rouge, LA	2
11-Oct	One on One TTY contact, Baton Rouge, LA	1
12-Oct	One on One TTY Contact, Prairieville, LA	2
13-Oct	One on One TTY Contact, Breaux Bridge, LA	2
15-Oct	One on One TTY Contact, Baton Rouge, LA	2
15-Oct	One on One TTY contact, Baton Rouge, LA	2
17-Oct	Hamilton Relay Katrina Relief, d'Eppe Catholic Deaf Center, Gulfport, MS	3
17-Oct	One on One HCO Contact, d'Iberville, MS	1
19-Oct	One on One TTY contact, Baton Rouge, LA	1
20-Oct	One on One Contact at Catholic Deaf Center, Lafayette, LA	3
25-Oct	LRS Presentation, Ascension Parish Sheriff's 911 Center, Gonzales, LA	13
25-Oct	One on One TTY contact, Baton Rouge, LA	1
27-Oct	LRS Presentation, Ascension parish Sheriff's 911 Center, Gonzales, LA	15
27-Oct	One on One TTY Contact, LaPlace, LA	1
27-Oct	One on One TTY Contact, Metairie, LA	1
27-Oct	One on One VCO Contact, Terrytown, LA	1
27-Oct	One on One TTY Contact, Lockport, LA	3
27-Oct	One on One TTY Contact, Thibodaux, LA	2
27-Oct	One on One TTY Contact, Praivieville, LA	2
29-Oct	One on One TTY Contact, Baton Rouge, LA	2
29-Oct	One on One TTY Contact, Baton Rouge, LA	1
29-Oct	One on One TTY Contact, Scott, LA	2
29-Oct	LAAD's Halloween Party, Lafayette, LA	50
31-Oct	One on One TTY Contact, Baton Rouge, LA	2
05-Nov	Louisiana School for the Deaf's Homecoming, Baton Rouge	300+
08-Nov	One on One TTY Contact, Baton Rouge	2
09-Nov	LRS Presentation, Bolton Middle School, Alexandria	20
09-Nov	One on One TTY Contact, Catholic Deaf Center, Lafayette	5
09-Nov	One on One VCO Contact, Youngsville	1
09-Nov	One on One TTY Contact, Lafayette	2
10-Nov	Covington Job Fair, Covington	9
10-Nov	One on One TTY Contact, Baton Rouge	1
11-Nov	One on One VCO Contact, Baton Rouge	1
11-Nov	One on One TTY Contact, Baton Rouge	1
12-Nov	Barn Dance, Lafayette Atheltic Assn of the Deaf, Lafayette	50
14-Nov	One on One TTY Contact, Baton Rouge	1
15-Nov	One on One TTY Contact, Baton Rouge	1
15-Nov	One on One TTY Contact, Baton Rouge	1
15-Nov	One on One TTY Contact, Baker	1
15-Nov	One on One TTY Contact, Baton Rouge	2
16-Nov	One on One TTY Contact, Baton Rouge	1
18-Nov	One on One TTY Contact, Baton Rouge	2
22-Nov	One on One TTY Contact, Napoleonville	2
22-Nov	One on One TTY Contact, Thibodaux	1
22-Nov	One on One TTY Contact, LaPlace	1
22-Nov	One on One TTY Contact, Gonzales	2

26-Nov	One on One TTY Contact, Baton Rouge	2
30-Nov	One on One TTY Contact,Catholic Deaf Center, Lafayette	2

Louisiana Outreach Activities 2006

Date:	Activity	# of people
04-Jan	One on One TTY Contact, Plaquamines	3
05-Jan	One on One TTY Contact, Baton Rouge	2
07-Jan	One on One TTY Contact, Metairie	2
07-Jan	One on One TTY Contact, Gretna	3
07-Jan	One on One TTY Contact, Gretna	2
10-Jan	One on One TTY Contact, Denham Springs	1
11-Jan	One on One TTY Contact, Baker	2
12-Jan	One on One TTY Contact, Reserve	1
12-Jan	One on One TTY Contact, Avondale	5
12-Jan	One on One VCO Contact, Metairie	3
17-Jan	One on One TTY Contact, Holden	1
18-Jan	One on One TTY Contact, Baton Rouge	2
18-Jan	One on One TTY Contact, Baton Rouge	2
19-Jan	VRS Presentation, East Baton Rouge Council on Aging, Baton Rouge	10
20-Jan	One on One TTY Contact, Lake Charles	1
20-Jan	One on One TTY Contact, Lafayette	3
20-Jan	One on One HCO Contact, Lafayette	2
20-Jan	BIS Open House, Baton Rouge	40
21-Jan	One on One TTY Contact, Baker	2
21-Jan	One on One TTY Contact, Baton Rouge	1
23-Jan	One on One TTY Contact, LRS Center, Baton Rouge	1
25-Jan	One on One TTY Contact, Lafayette	1
25-Jan	One on One TTY Contact, Lafayette	1
30-Jan	One on One TTY Contact, LRS Center, Baton Rouge	1
01-Feb	One on One TTY Contact, Lafayette	3
01-Feb	One on One TTY Contact, Baton Rouge	1
01-Feb	One on One HOH Contact, Lafayette	1
03-Feb	One on One VCO Contact, LRS Center, Baton Rouge	1
09-Feb	One on One VCO Contact, LRS Center, Baton Rouge	1
13-Feb	One on One TTY Contact, LRS Center, Baton Rouge	1
14-Feb	Group Presentation, TTY Contact, LRS Center, Baton Rouge	5
14-Feb	One on One TTY Contact, LRS Center, Baton Rouge	1
16-Feb	LRS Presentation, LA. State University's Aural Rehabilitation Undergraduate Class, Baton Rouge	40
23-Feb	One on One TTY Contact, LRS Center, Baton Rouge	1
23-Feb	One on One TTY Contact, Community Center, Lafayette	2
23-Feb	One on One TTY Contact, Baton Rouge	1
25-Feb	One on One TTY Contact, Baton Rouge	1
27-Feb	One on One TTY Contact, Baton Rouge	2
01-Mar	One on One HCO Contact, Ville Platte	2
01-Mar	One on One TTY Contact, Leonville	1
01-Mar	One on One TTY Contact, Alexandria	2
02-Mar	One on One TTY Contact, LRS Center, Baton Rouge	1
03-Mar	One on One TTY Contact, Baton Rouge	2
03-Mar	One on One TTY Contact, Baton Rouge	2
09-Mar	One on One TTY Contact, Lockport	2

09-Mar	One on One TTY Contact, Lockport	2
09-Mar	One on One TTY Contact, Houma	2
09-Mar	One on One TTY Contact, Gray	1
09-Mar	One on One VCO Contact, Thibodaux	1
14-Mar	AG Bell Regional Conference Advertisement, Baton Rouge	80
15-Mar	One on One TTY Contact, LRS Center, Baton Rouge	1
16-Mar	One on One VCO Contact, LRS Center, Baton Rouge	1
16-Mar	One on One VCO Contact, Baton Rouge	1
21-Mar	S.E.R.V.I.C.E Workshop, LRS presentation, Port Allen	100
23-Mar	One on One TTY Contact, Plaquamines	1
28-Mar	One on One TTY Contact, Baton Rouge	2
28-Mar	One on One TTY Contact, Baton Rouge	1
29-Mar	One on One TTY Contact, Baton Rouge	1
30-Mar	One on One TTY Contact, Paradis	1
30-Mar	One on One TTY Contact, Cut Off	1
30-Mar	One on One TTY Contact, Cut Off	2
30-Mar	One on One HCO Contact, Lockport	1
30-Mar	One on One TTY Contact, Houma	2
30-Mar	One on One TTY Contact, Houma	2
01-Apr	One on One TTY Contact, Denham Springs	1
03-Apr	One on One TTY Contact, Greenwell Springs	1
10-Apr	One on One TTY Contact, Baton Rouge	1
11-Apr	One on One TTY Contact, Baton Rouge	1
12-Apr	One on One HCO Contact, Lockport	1
12-Apr	One on One TTY Contact, Plaquamines	1
13-Apr	Bayou Deaf Golf Camp, Baton Rouge	12
18-Apr	One on One TTY Contact, Baton Rouge	1
19-Apr	One on One TTY contact, West Monroe	2
19-Apr	One on One TTY Contact, Monroe	1
25-Apr	Family Learning Fair, Pelican Park, Mandeville	79
28-Apr	One on One TTY Contact, Baton Rouge	2
04-May	One on One VCO Contact, Shreveport	2
04-May	One on One VCO Contact, New Orleans	3
04-May	One on One TTY Contact, LaPlace	1
05-May	One on One TTY Contact, West Monroe	1
05-May	One on One HCO Contact, Delhi	3
05-May	One on One TTY Contact, Slidell	1
08-May	Deaf Culture to new trainees, Baton Rouge	5
10-May	Presentation, Equal Opportunity Training Session, Baton Rouge	59
10-May	One on One STS Contact, Baton Rouge	1
19-May	Presentation, Louisiana American Disability Act Symposium, Baton Rouge	18
25-May	One on One VCO Contact, Youngsville	1
25-May	Meeting, Coordinator of Services for Students with Disabilities at University of Louisiana at Lafayette	1
02-Jun	One on One VCO Contact, Baton Rouge	1
06-Jun	One on One VCO Contact, Baton Rouge	2
08-Jun	One on One VCO Contact, Covington	2
08-Jun	One on One VCO Contact, Manderville	2
08-Jun	Deaf Coffee Chat, Café Du Monde, Metairie	40
10-Jun	Southern School for the Deaf Alumni Picnic, Baton Rouge	112

11-Jun	Hearing Loss Association of America Chapter Picnic, New Orleans	56
12-Jun	CueCamp Comeaux, Thibodaux	22
13-Jun	One on One VCO Contact, Baton Rouge	3
16-Jun	UNO Training for LA Rehabilitation Services, Baton Rouge	42
16-Jun	One on One VCO Contact, Slidell	1
21-Jun	One on One TTY Contact, Baton Rouge	1
06-Jul	One on One VCO Contact, Bunkie	1
06-Jul	One on One STS Contact, Dry Creek	1
08-Jul	Exhibit at Cajun Deaf Club Picnic, Raceland	269
10-Jul	Technology Update with LA VR Counselors, Baton Rouge	6
10-Jul	Outreach Meeting with Acting Director, LA Commission of the Deaf, Baton Rouge	1
10-Jul	One on One HCO Contact, Shreveport	2
10-Jul	One on One VCO Contact, Shreveport	1
10-Jul	One on One TTY Contact, Bossier City	2
11-Jul	One on One TTY Contact, Leesville	1
15-Jul	Deaf Community Social Event, Baton Rouge	110
20-Jul	One on One TTY Contact, Denham Springs	1
20-Jul	Outreach Meeting with Executive Director of Deaf Action Center, Covington	1
20-Jul	LRS Presentation, LA. Department of Labor Job Center, Covington	25
20-Jul	One on One TTY Contact, Metairie	1
20-Jul	Deaf Coffee Chat, Café Du Monde, Metairie	20
20-Jul	One on One TTY Contact, Metairie	1
20-Jul	Deaf Coffee Chat, Café Du Monde, Metairie	20
25-Jul	One on One VCO Contact, Baton Rouge	1
26-Jul	LRS Presentation, Blue Cross/Blue Shields of LA, Baton Rouge	6
27-Jul	One on One VCO Contact, Bunkie	1
27-Jul	One on One HOH Contact, Lafayette	2
31-Jul	Deaf Culture to new trainees, Baton Rouge	7
06-Aug	Annual Deaf Picnic, Catholic Deaf Center, Baton Rouge	400
08-Aug	One on One TTY Contact, Zachary	2
08-Aug	One on One VCO Contact, Zachary	1
09-Aug	One on One TTY Contact, Metairie	1
09-Aug	One on One TTY Contact, Metairie	2
09-Aug	One on One VCO Contact, Gretna	1
09-Aug	One on One TTY Contact, Zachary	1
09-Aug	One on One VCO Contact, Zachary	1
10-Aug	One on One TTY Contact, Abbeville	1
19-Aug	One on One TTY Contact, Baton Rouge	1
22-Aug	One on One TTY Contact, Baton Rouge	1
23-Aug	Deaf Culture to new Trainees, Baton Rouge	5
24-Aug	One on One VCO Contact, Baton Rouge	1
25-Aug	Meeting, LSU Professor of Speech and Hearing Clinic, Baton Rouge	1
30-Aug	Meeting, East Baton Rouge Education Supervisor, Baton Rouge	1
02-Sep	LA Acandian Deaf Blind Citizens Association Annual Picnic, Morgan City	200
05-Sep	One on One VCO Contact, New Orleans	1
05-Sep	One on One VCO Contact, Marksville	1
05-Sep	One on One HCO Contact, Eros	1
05-Sep	One on One VCO Contact, Shreveport	2
06-Sep	One on One VCO Contact, Leesville	3
06-Sep	One on One TTY Contact, Baker	1

12-Sep	One on One VCO Contact, Shreveport	1
12-Sep	One on One VCO Contact, Shreveport	2
12-Sep	One on One HCO Contact, Baton Rouge	1
15-Sep	One on One HCO Contact, Baton Rouge	1
19-Sep	One on One VCO Contact, Toledo Bend	3
19-Sep	One on One Contact, Visual Communication Service, Alexandria	1
22-Sep	One on One VCO Contact, Baton Rouge	1
22-Sep	One on One VCO Contact, Morgan City	2
22-Sep	One on One VCO Contact, Franklin	4
25-Sep	One on One VCO Contact, Toledo Bend	4
25-Sep	One on One VCO Contact, Leesville	3
27-Sep	LRS presentation, East Baton Rouge Parish Teachers of the	
	Deaf and Hard of Hearing, Baton Rouge	13
03-Oct	LRS presentation, Parents of Deaf and Hard of Hearing Children, Baton Rouge	35
04-Oct	Exhibit, Louisiana Rehabilitation Service Job Fair, Baton Rouge	100
05-Oct	Media, The Advocate , Baton Rouge	#####
11-Oct	Exhibit, Louisiana State University Job Fair, Baton Rouge	25
12-Oct	Deaf Culture to new trainees, Baton Rouge	5
13-Oct	One on One VCO Contact, Baton Rouge	5
13-Oct	One on One VCO Contact, Baton Rouge	1
18-Oct	exhibit, Baton Rouge Community College Job Fair, Baton Rouge	50
19-Oct	One on One 2LVCO Contact, Baton Rouge	2
19-Oct	One on One VCO Contact, Baton Rouge	2
19-Oct	One on One VCO Contact, Baton Rouge	1
19-Oct	One on One TTY Contact, Baton Rouge	4
19-Oct	One on One VCO Contact, Baton Rouge	1
23-Oct	One on One VCO Contact, Baton Rouge	2
25-Oct	Exhibit, Southern University Job Fair, Baton Rouge	50
27-Oct	One on One VCO Contact, Gonzales	2
28-Oct	Louisiana School for the Deaf Homecoming, Baton Rouge	5
30-Oct	One on One TTY Contact, Fierson	3
30-Oct	One on One Voice Contact, Shreveport	2
30-Oct	One on One VCO Contact, Shreveport	2
31-Oct	One on One TTY Contact, Marksville	1
31-Oct	One on One Voice Contact, Ft. Polk	1
31-Oct	One on One VCO Contact, De Ridder	2
31-Oct	One on One Voice Contact, Lake Charles	3
03-Nov	LRS presentation, H.S. Transitional Program at LSD, Baton Rouge	30
17-Nov	One on One HCO/STS Contact, Livingston	1
17-Nov	Deaf Culture to new trainees, Baton Rouge	6
20-Nov	One on One VCO Contact, Harahan	2
20-Nov	One on One TTY Contact, Maruprus	1
21-Nov	One on One TTY Contact, Maruprus	1
29-Nov	One on One VCO Telephone Contact, Shreveport	1
30-Nov	One on One TTY Contact, Baton Rouge	1
04-Dec	One on One TTY Contact, Baton Rouge	1
04-Dec	Louisiana Commission for the Deaf Board meeting, LSD Center, Baton Rouge	40
10-Dec	Community Service Center for the Deaf, LAAD Bldg, Lafayette	42
11-Dec	Deaf Culture to new trainees, Baton Rouge	11
13-Dec	One on One VCO Contact, Lafayette	1
13-Dec	One on One VCO Contact, Lafayette	1

16-Dec	One on One VCO Contact, Gonzales	2
19-Dec	Deaf Culture to new trainees, Baton Rouge	6
21-Dec	Signing Santa Visit, LaSalle Elementary School, Baton Rouge	27
21-Dec	Signing Santa Visit, Louisiana School for the Deaf Elementary Dept., Baton Rouge	200
21-Dec	One on One TTY Contact, LRS Center, Baton Rouge	1

Louisiana Outreach Activities 2007

Date:	Activity	# of people
10-Jan	One on One VCO Contact, Mandeville	1
10-Jan	One on One 2LVCO Contact, Convington	2
10-Jan	One on One VCO Contact, Pontchatoula	2
10-Jan	One on One VCO Contact, Baton Rouge	1
10-Jan	Presentation: Hands & Voice Chapter meeting, Baton Rouge	9
11-Jan	One on One VCO Contact, LRS Center, Baton Rouge	2
24-Jan	Deaf Culture to Trainees, LRS Center, Baton Rouge	6
26-Jan	Presentation: Starmount Life Insurance Co, Baton Rouge	15
26-Jan	One on One VCO Contact, Baton Rouge	3
30-Jan	Exhibition: Council for Exceptional Children SuperConference, Lafayette	50
31-Jan	Exhibition: Council for Exceptional Children SuperConference, Lafayette	30
01-Feb	Presentation: Pollock Water System, Pollock	5
01-Feb	Town Hall meeting: Deaf Community, Shreveport	26
02-Feb	One on One VCO Relay User, Shreveport	1
02-Feb	One on One TTY Relay User, Leesville	2
02-Feb	One on One TTY Relay User, Leesville	1
03-Feb	Social: Deaf Women of Baton Rouge Mardi Gras Ball, Baton Rouge	60
07-Feb	One on One 2LVCO Contact, Baton Rouge	1
12-Feb	One on One 2LVCO Contact, Baton Rouge	1
15-Feb	Meeting: President of New Orleans Chapter of HLAA, New Orleans	2
15-Feb	Presentation: Deaf Coffee Chat, New Orleans	24
25-Feb	Donation: Promotional Items for ArtSign 07, LA School for the Deaf, Baton Rouge	100
26-Feb	One on One TTY Relay User, St. Francisville	1
02-Mar	Presentation: Human Resource/Patient Education office, St. Elizabeth hospital, Gonzales	1
02-Mar	One on One VCO User, Gonzales	2
02-Mar	Presentation: Louisiana Commission for the Deaf board meeting Louisiana School for the deaf, Baton Rouge	36
06-Mar	One on One VCO Relay User, Rosepine	2
06-Mar	Beauregard Parish Public Library to update resources Information Desk, Beauregard Parish	2
07-Mar	Planning Session: St Patrick's Hospital Home Health Agency, Lake Charles	1
07-Mar	Presentation: McMain Child Development Center, Baton Rouge	21
07-Mar	Town Hall meeting: Deaf Community, Lake Charles	22
08-Mar	Presentation: Barbe High School, Lake Charles	5
10-Mar	Presentation: HLAA New Orleans Chapter, East Jefferson Hospital, New Orleans	17
12-Mar	One on One TTY User, Cut Off	1
12-Mar	One on One TTY user, Lockport	1
12-Mar	One on One TTY Relay user, Lockport	2
12-Mar	Town Hall meeting: Deaf Community, Gray	18

13-Mar	Presentation: Terrebonne Council on Aging, Raceland	2
16-Mar	One on One TTY Relay user, Plaquamines	1
21-Mar	Presentation: Mayors' Council on Disability, New Orleans	17
21-Mar	One on One VCO Relay User, New Orleans	1
21-Mar	Deaf Culture to Trainees, LRS Center, Baton Rouge	6
27-Mar	Special Topic: Deaf Culture: CA quarterly Meeting, LRS Center, Baton Rouge	56
28-Mar	Exhibition: Transitional Program for Parents and Students, Manderville Convention Center, Manderville	52
04-Apr	Presentation: Resources for Independent Living center, New Orleans	8
17-Apr	Presentation: Christus St. Patrick Home Health Agency, Lake Charles	15
19-Apr	Presentation: Deaf Coffee Chat, Metairie	47
20-Apr	Social: Volunteer at Deaf Olympics, New Orleans	42
20-Apr	Presentation: Facilitator for Stroke Support group, East Jefferson General Hospital, Metairie	2
21-Apr	Presentation: New Orleans HLAA Chapter meeting	14
23-Apr	Presentation: Louisiana Career Development Center, Baton Rouge	21
23-Apr	One on One VCO Relay user, Baton Rouge	1
24-Apr	presentation: East Jefferson Hospital Stroke Support group Metairie	14
16-May	LRS Presentation, Greater Baton Rouge Cancer Service Organization, Baton Rouge	16
23-May	One on One visit: State employee, Baton Rouge	1
24-May	One on One TTY Relay User, Baker	2
28-May	One on One HCO Relay User, New Orleans	1
31-May	LRs Presentation, Speech Pathologist, Ochsner Community Hopsital, New Orleans	1
31-May	One on One HCO Relay User, New Orleans	2
01-Jun	One on One TTY Relay User, Baton Rouge	2
04-Jun	One on One TTY Relay User, Shreveport	1
8/9-Jun	Exhibition: Louisiana Association of the Deaf Conference, Lafayette	56
12-Jun	One on One 2LVCO Relay user, Baton Rouge	1
23-Jun	LRS Presentation, Metairie Chapter of American Association of Retired People, Metairie	110
20-24-Jun	Exhibition: Deaf Women United Conference, New Orleans	99
25-Jun	One on One TTY Relay User, Baton Rouge	1
28-Jun	CEPIN Workshop, Baton Rouge Parish Office of Emergency Preparedness, Baton Rouge	50

December 13, 2006

Important Information Regarding Louisiana Relay

Did you know that many Louisianans who are deaf, hard of hearing, or have speech disabilities can now enjoy the convenience of communicating with family, friends or business contacts by telephone? They can, thanks to Louisiana Relay.

Here's how Louisiana Relay works:

A person who is deaf, hard of hearing, or may have a speech loss types his/her conversation using a text telephone (TDD/TTY). A specially trained Communication Assistant (CA) relays the message by reading the text message to the hearing person at the other end. The CA then relays the hearing person's spoken words by typing them back to the TDD/TTY user.

Hearing callers who wish to reach people who are deaf, hard of hearing or speech disabled may simply dial 7-1-1 or dial 1-800-846-5277. Text telephone users may also dial 7-1-1 or dial 1-800-947-5277. Both 711 and the 800 numbers are toll free calls and provide access to the same relay services. If you are experiencing trouble dialing 7-1-1 to reach Louisiana Relay, please call your local telephone company or Louisiana Relay Customer Service.

Specialized relay services are also available for people with Speech Disabilities. Speech-to-Speech service lets people with speech disabilities communicate on the telephone by using their own voice, or voice-assisted device, through the help of a specially trained CA by dialing either 7-1-1 or 1-888-272-5530.

Spanish Relay Service is available to Spanish speaking residents of Louisiana. To place a Spanish relay call, dial 1-800-737-1813. Spanish to English translation is available for Louisiana relay calls.

Relay service is also available over the Internet. People who are Deaf, hard of hearing or speech disabled can simply go to www.hamiltonrelay.com to connect to a CA. Customers may use the same website (www.hamiltonrelay.com) or HamiltonVRS.tv from a videophone to access video relay service, where a certified American Sign Language (ASL) interpreter will relay the signed conversation to the hearing party, and the spoken conversation to the ASL user.

All services are available 24 hours a day, seven days a week and enable people to place relay calls between Louisiana and other locations within the United States and internationally to English and Spanish speaking persons. By law, each conversation is handled with the strictest confidentiality. There is no charge to access Louisiana Relay.

Louisiana residents with hearing or speech difficulties that require the use of a text telephone (TTY), telebraille, or amplification equipment are eligible for the Telecommunication Access Program (TAP). To see if you or someone you know qualifies for this equipment program, visit the Louisiana Commission for the Deaf's website: www.dss.state.la.us/departments/lrs/Communication_For_The_Deaf.html or call 1-800-543-2099 TTY or 1-800-256-1523 Voice.

To learn more about Louisiana Relay, visit the website at www.hamiltonrelay.com/states/dc.htm

Louisiana Relay

To place a call dial 711

Or use one of the numbers below

TTY:

1-800-846-5277

Voice:

1-800-947-5277

Spanish:

1-800-737-1813

Speech-to-Speech:

1-800-272-5530

ASCI:

888-550-5277

Customer Service:

1-888-699-6869

9107 Bluebonnet Centre Road
Baton Rouge, LA 70809

Email: larelay@hamiltonrelay.com

Web: www.hamiltonrelay.com

• Emergency Calls

Please note that 7-1-1 is only to be used to reach Louisiana Relay

For EMERGENCIES you should continue to use 9-1-1

In an emergency, call 9-1-1 or your local emergency service TTY number directly, without using relay. The Americans with Disabilities Act (ADA) requires that 911 centers have TTYs and be prepared to handle emergency calls placed in this manner. Louisiana Relay will make every effort to assist you in an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.



What is Louisiana Relay?

For everyone, including the thousands of people who are Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled, Louisiana offers an important public service called Louisiana Relay. Louisiana Relay guarantees all citizens access to convenient, reliable options and services that enable them to communicate by telephone.

How does relay work?

Dial 7-1-1 from any phone in Louisiana or the appropriate toll-free number below to connect to Louisiana Relay. Give the Communication Assistant (CA) the area code and number you want to call. During a relay call, the CA will voice everything typed by the TTY user and type everything said by the telephone user.

Are there any charges to access the relay?

There are no charges to access relay. You can make calls inside or outside of Louisiana. Standard long distance charges do apply, so check with your long distance provider for rate information. If you do not choose a long distance company, your call will be billed by AT&T. To discover more about long distance carriers available through Louisiana Relay, contact Louisiana Relay Customer Service.

How do I apply for specialized equipment?

Louisiana residents with hearing or speech difficulties that require use of a text telephone (TTY), telebrailleur, or amplification equipment are eligible for the Telecommunication Access Program (TAP). To see if you or someone you know qualifies for this equipment program, visit the Louisiana Commission for the Deaf's website: www.dss.state.la.us/departments/lrs/Commission_For_The_Deaf.html or call 1-800-543-2099 TTY or 1-800-256-1523 Voice.

Dial 7-1-1 OR

TTY: 1-800-846-5277

Voice: 1-800-947-5277

ASCII: 1-888-550-5277

Speech to Speech: 1-888-272-5530

Spanish: 1-800-737-1813

Customer Service:

1-888-699-6869 TTY/Voice

larelay@hamiltonrelay.com

www.hamiltonrelay.com

To make a relay call using Hamilton Relay Internet, Hamilton Relay VRS or Hamilton Relay Wireless, visit

www.hamiltonrelay.com



What is Louisiana Relay?

For everyone, including the thousands of people who are Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled, Louisiana offers an important public service called Louisiana Relay. Louisiana Relay guarantees all citizens access to convenient, reliable options and services that enable them to communicate by telephone.

How does relay work?

Dial 7-1-1 from any phone in Louisiana or the appropriate toll-free number below to connect to Louisiana Relay. Give the Communication Assistant (CA) the area code and number you want to call. During a relay call, the CA will voice everything typed by the TTY user and type everything said by the telephone user.

Are there any charges to access the relay?

There are no charges to access relay. You can make calls inside or outside of Louisiana. Standard long distance charges do apply, so check with your long distance provider for rate information. If you do not choose a long distance company, your call will be billed by AT&T. To discover more about long distance carriers available through Louisiana Relay, contact Louisiana Relay Customer Service.

How do I apply for specialized equipment?

Louisiana residents with hearing or speech difficulties that require use of a text telephone (TTY), telebrailleur, or amplification equipment are eligible for the Telecommunication Access Program (TAP). To see if you or someone you know qualifies for this equipment program, visit the Louisiana Commission for the Deaf's website: www.dss.state.la.us/departments/lrs/Commission_For_The_Deaf.html or call 1-800-543-2099 TTY or 1-800-256-1523 Voice.

Dial 7-1-1 OR

TTY: 1-800-846-5277

Voice: 1-800-947-5277

ASCII: 1-888-550-5277

Speech to Speech: 1-888-272-5530

Spanish: 1-800-737-1813

Customer Service:

1-888-699-6869 TTY/Voice

larelay@hamiltonrelay.com

www.hamiltonrelay.com

To make a relay call using Hamilton Relay Internet, Hamilton Relay VRS or Hamilton Relay Wireless, visit

www.hamiltonrelay.com



What is Louisiana Relay?

For everyone, including the thousands of people who are Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled, Louisiana offers an important public service called Louisiana Relay. Louisiana Relay guarantees all citizens access to convenient, reliable options and services that enable them to communicate by telephone.

How does relay work?

Dial 7-1-1 from any phone in Louisiana or appropriate toll-free number below to connect to Louisiana Relay. Give the Communication Assistant (CA) the area code and number you want to call. During a relay call, the CA will voice everything typed by the TTY user and type everything said by the telephone user.

Are there any charges to access the relay?

There are no charges to access relay. You can make calls inside or outside of Louisiana. Standard long distance charges do apply, so check with your long distance provider for rate information. If you do not choose a long distance company, your call will be billed by AT&T. To discover more about long distance carriers available through Louisiana Relay, contact Louisiana Relay Customer Service.

How do I apply for specialized equipment?

Louisiana residents with hearing or speech difficulties that require use of a text telephone (TTY), telebrailleur, or amplification equipment are eligible for the Telecommunication Access Program (TAP). To see if you or someone you know qualifies for this equipment program, visit the Louisiana Commission for the Deaf's website: www.dss.state.la.us/departments/lrs/Commission_For_The_Deaf.html or call 1-800-543-2099 TTY or 1-800-256-1523 Voice.

Dial 7-1-1 OR

TTY: 1-800-846-5277

Voice: 1-800-947-5277

ASCII: 1-888-550-5277

Speech to Speech: 1-888-272-5530

Spanish: 1-800-737-1813

Customer Service:

1-888-699-6869 TTY/Voice

larelay@hamiltonrelay.com

www.hamiltonrelay.com

To make a relay call using Hamilton Relay Internet, Hamilton Relay VRS or Hamilton Relay Wireless, visit

www.hamiltonrelay.com

How to connect with Louisiana Relay

TTY (Text Telephone)

TTY (Text Telephone)

To place a call through Louisiana Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- **TTY:** 1.800.846.5277
- **ASCI:** 1.888.550.5277
- **Voice:** 1.800.947.5277
- **Speech-to-Speech:** 1.888.272.5530
- **Spanish:** 1.800.737.1813
(includes Spanish-to-Spanish and translation from English-to-Spanish)

For complete instructions on how to place any type of relay call, visit www.hamiltonrelay.com.

Póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Louisiana para obtener más información sobre la repetición telefónica en español:

- **Español:** 1.800.737.1813 Voz/TTY
(incluye español a español y la traducción del inglés al español)
- **Fax:** 1.608.827.0402 Español
- **Correo Electrónico:**
spanish@hamiltonrelay.com
- **Departamento de Servicio al Cliente:**
1.866.744.7471 Español

Customer Service If you have suggestions, comments or concerns, please contact:

Louisiana Relay Customer Service
9107 Bluebonnet Centre Blvd.
Baton Rouge, LA 70809
Voice or TTY: 1.888.699.6869
Fax: 1.225.293.3583
E-mail: larelay@hamiltonrelay.com

place the order
report the results
surprise your family
ask a favor



Connecting you with
important people in your life.

Louisiana Relay is a free,

24-hour service that
allows people who are Hearing,

Deaf, Hard of Hearing,
Deaf-Blind or Speech Disabled

to communicate with each
other via the telephone.

Through the use of specialized
equipment, relay users

communicate freely with
friends, family and businesses

who use a standard telephone.

Accessing relay with a TTY is a useful way for people who are Deaf,
Hard of Hearing or Speech Disabled to place telephone calls.

TTYs (text telephones) are most often used by people who are deaf, hard of hearing or speech disabled and who do not use their speaking voice to communicate over the telephone. The TTY keyboard is used to convey the TTY user's part of the conversation—and those words are voiced by the Communication Assistant (CA). For deaf or hard of hearing relay users, the TTY screen display is used to read what the other party has said. Having a hearing loss or speech disability is no longer a barrier to independent use of the telephone.

Required Equipment You will need a text telephone, sometimes referred to as a TTY or TDD. Your telephone line may connect directly to the TTY. For further information, contact Louisiana Relay Customer Service: **1.888.699.6869** Voice or TTY.

- Louisiana Relay is a **free** service.
- All calls are kept **confidential**.
- Long distance charges apply.

Customer Profile

A Customer Profile allows you to customize your relay calls. There are a number of benefits to creating a Customer Profile, including faster call processing, speed dialing, customized call greeting, appropriate typing speed, use of abbreviations, selection of long distance carrier and others.

To create a Customer Profile, visit:
<http://www.hamiltonrelay.com/states/la.htm>
 or contact Louisiana Relay Customer Service at **1.888.699.6869** V/TTY.

How to Make a Call Using a TTY

- Using your TTY, dial 7-1-1 or the toll free number for Louisiana Relay: **1.800.846.5277**.
- The Communication Assistant (CA) will answer by identifying the relay and providing his/her CA number and then will type "NUMBER PLS GA."*
- If you have established a Customer Profile, the CA will automatically follow any special options or instructions in your profile. If you do not have a profile, request special options such as Voice Carry Over (VCO) or Hearing Carry Over (HCO) at this time.
- Provide the area code and telephone number you wish to call—as well as any additional instructions —by typing them on the TTY.
- Use the term "GA" when you are finished for the moment and it is the other person's turn to respond.
- When you have completed your side of the conversation, type "GA to SK"*** and the CA will close your call.

*"GA" ("Go Ahead") is a term used in relay calls for turn-taking purposes. "GA" ensures that the relay user and the standard telephone user do not respond at the same time. When you see "GA," you know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say "GA."

***"SK" means "stop keying; the conversation is over."

911 Emergency Calls

In the event of an emergency, call 911 or your local emergency services TTY number directly. Louisiana Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

Answering Machines and Voice Mail

- If you know you will reach an answering machine, give the CA the message to be left before the CA dials.
- If you know you will reach a switchboard, it is helpful to provide the CA with any information needed to connect you with the right person before the CA dials. (Example: extension number or department name.)
- If you are calling a number with a voice mail system —or calling to retrieve your own voice mail—and you know the numbers required to navigate the touch-tone system, provide these numbers to the CA before the CA dials. (Example: CA dial XXX-XXX-XXXX. Then dial 4,5,9.) Sharing this information will allow for a smooth calling experience.

Garbling

Garbling on a TTY can be triggered by a number of factors, including:

- Call waiting, if it is a feature on the phone line connected to the TTY
- Loud noises in the background
- Construction on the phone lines
- Low power on the TTY
- Weather
- Cracked phone couplers
- Static on the telephone line
- Improper TTY settings
- TTY shifting between letters and numbers
- Poor connection for a variety of reasons, such as if the standard user is on a cell phone and is not near a tower

Some TTYs with Auto ID send voice messages stating that "this is a TTY." This feature can garble your printed text and should be turned off prior to calling the relay.

Here are some suggestions should you experience garbling on your TTY:

- Hit a letter key a few times to reset your TTY
- Change your TTY setting to Baudot
- Check for possible noises (dog barking, music, fan, air conditioner, TV, etc.)
- Check to ensure the telephone handset fits snugly in the TTY coupler
- As a last resort, hang up and redial

If garbling continues, contact your local telephone company and ask for a technician to check your lines for possible issues. If you continue to experience issues, please contact Louisiana Relay Customer Service at **1.888.699.6869** V/TTY.

Tips for TTY Users

- When you call the relay, wait until you see the CA's identification before beginning to type. Prior to that point, the CA will not have access to what you type.
- Give the CA as much information as possible at the beginning of the call, including the area code and number to dial—and any special instructions.

TTY

Deaf, Hard of Hearing or Speech Disabled Person uses specialized equipment to conduct telephone conversations, reading or listening to what the other party is saying and then typing responses.

Communication Assistant (CA) facilitates the conversation by voicing the text typed by the TTY user and typing the voice caller's responses to the deaf or hard of hearing TTY user.

Family, Friends and Businesses use a standard telephone to communicate freely.

How to connect with Louisiana Relay

Voice Relay

Voice Relay

To place a call through Louisiana Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- **TTY:** 1.800.846.5277
- **ASCII:** 1.888.550.5277
- **Voice:** 1.800.947.5277
- **Speech-to-Speech:** 1.888.272.5530
- **Spanish:** 1.800.737.1813
(includes Spanish-to-Spanish and translation from English-to-Spanish)

For complete instructions on how to place any type of relay call, visit www.hamiltonrelay.com.

Póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Louisiana para obtener más información sobre la repetición telefónica en español:

- **Español:** 1.800.737.1813 Voz/TTY
(incluye español a español y la traducción del inglés al español)
- **Fax:** 1.608.827.0402 Español
- **Correo Electrónico:**
spanish@hamiltonrelay.com
- **Departamento de Servicio al Cliente:**
1.866.744.7471 Español

Customer Service If you have suggestions, comments or concerns, please contact:

Louisiana Relay Customer Service
9107 Bluebonnet Centre Blvd.
Baton Rouge, LA 70809
Voice or TTY: 1.888.699.6869
Fax: 1.225.293.3583
E-mail: larelay@hamiltonrelay.com

keep a promise
solve the problem
invite a friend

close the deal



Connecting you with
important people in your life.

Louisiana Relay is a free,
24-hour service that
allows people who are Hearing,
Deaf, Hard of Hearing,
Deaf-Blind or Speech Disabled
to communicate with each
other via the telephone.

Through the use of specialized
equipment, relay users
communicate freely with
friends, family and businesses
who use a standard telephone.

Voice Relay is an effective service for people who use a standard telephone to communicate with people who are Deaf, Hard of Hearing or Speech Disabled.

When you place a voice call through Louisiana Relay, your side of the conversation is typed by a Communication Assistant (CA) and “relayed” to the person you are calling. The CA then voices typed responses from that person for you to hear.

All calls are completely confidential. It’s a simple and effective method to communicate with friends, family and business people who are important to you. It’s a great way to do business or stay in touch!

Required Equipment There is no special equipment needed to make a voice relay call through Louisiana Relay. You can use any type of phone anywhere. For further information, contact Louisiana Relay Customer Service: **1.888.699.6869** Voice or TTY.

- Louisiana Relay is a **free** service.
- All calls are kept **confidential**.
- Long distance charges apply.

Making a Call

- Dial **7-1-1** or the toll free number for the relay in Louisiana: **1.800.947.5277**.
- The Communication Assistant (CA) will answer with his/her identification number and ask for the number you wish to call.
- Provide the area code and telephone number you wish to call—along with any special instructions.
- Once the call is connected, the CA will voice the responses from the person you have called. You should speak directly and clearly to the person you are calling.
- Remember, everything you say is being typed word for word. Background noises are also being conveyed in order to keep the deaf or hard of hearing user continually informed throughout the call.
- When you are finished with your portion of the conversation, say “Go Ahead” or “GA”** to indicate it is the other person’s turn to respond.
- To end your call, say “GA to SK”** or simply say “Goodbye.”

**“GA” (“Go Ahead”) is a term used in relay calls for turn-taking purposes. “GA” ensures that the relay user and the standard telephone user do not respond at the same time. When you see “GA,” you know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say “GA.”

***“SK” means “stop keying; the conversation is over.”

711: Easy, nationwide access to the relay.
711 is your quick connection to the relay—the national three-digit number for relay access (similar to 411 for information or 911 for emergencies). You can dial **711** anywhere in the U.S.

Note that 711 is set up to process your call by the relay service for the state from which you dial.

Receiving a Relay Call

When you receive a call from a relay user, the CA will identify the relay and ask if you are familiar with relay. The CA will explain the relay process, if appropriate, and will then connect the call. Business owners benefit when they connect with customers who are deaf, hard of hearing or speech disabled. When you or your staff pick up the phone and hear: “This is Louisiana Relay,” don’t hang up! Someone important is on the line.

Tips for Voice Relay Users

- Give the CA as much information as possible at the beginning of your call. This information will help the CA set up and process your call more efficiently, resulting in a smoother and more comfortable connection for you and the person you are calling.
- Along with the phone number of the person you wish to call, you can inform the CA of the type of relay feature that the person you’re calling may use (Voice Carry Over, Hearing Carry Over, etc.).
- Give the CA specific long distance billing information if applicable.
- Before the CA dials the number you are calling, you may instruct the CA to ask for the person by name, and also to identify you.
- You may request a male or female CA—and as long as one is available, your request will be honored.
- After you are connected to the person you are calling, speak directly to him or her. If you speak in third person (“Tell him I will see him at 2 p.m....”) the CA will type exactly what you say. It is more effective to directly say: “I will see you at 2 p.m....”
- Say “Go Ahead” or “GA” each time you are finished speaking and then wait a few moments for a response. There may be a slight delay from the time you finish speaking until you hear a response.

- If you need to ask the deaf or hard of hearing user a series of questions, ask them one at a time and say “GA,” wait for a response, and then ask the next question. This will give the other person a chance to respond to each question and will reduce misunderstandings.
- Because the CA is required to type everything you say verbatim, it’s helpful to speak a bit slower than usual.
- CAs type everything heard, including background noises or side comments.
- CAs will indicate your tone of voice to the other person by typing: (sounds professional), (sounds friendly), (sounds upset), etc.
- Do not attempt to engage the CA in conversation. The CA’s sole function is to facilitate your call—typing everything that you say. Comments that you do not want typed should be avoided.
- Some people who are deaf or hard of hearing use their own speaking voices on relay calls. This is called Voice Carry Over (VCO). When a relay user chooses VCO, you’ll hear that person’s voice throughout the call—and the VCO user will read your responses typed verbatim by the CA.

- Some people who are speech impaired may ask the CA to revoice what they have spoken (called Speech-to-Speech), while others who have speech impairments may type their end of the conversation and the CA will voice for them (called Hearing Carry Over or HCO). Either way, they will hear everything you say directly.
- Talk as long as you want! There is no time limit on calls.
- You may make as many consecutive calls as you wish.
- All relay calls are completely confidential.

911 Emergency Calls

In the event of an emergency, call 911 or your local emergency services TTY number directly. Louisiana Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

More Information on Voice Relay Calls

For more details on Louisiana Relay, visit <http://hamiltonrelay.com/traditional/711/voice/index.htm> or contact Louisiana Relay Customer Service: **1.888.699.6869** V/TTY.

Voice Relay

Voice User uses a standard phone to conduct telephone calls through the relay, speaking directly to the other party.



How to connect with Louisiana Relay

Voice Carry Over (VCO)

Voice Carry Over (VCO)

To place a call through Louisiana Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- **TTY:** 1.800.846.5277
- **ASCI:** 1.888.550.5277
- **Voice:** 1.800.947.5277
- **Speech-to-Speech:** 1.888.272.5530
- **Spanish:** 1.800.737.1813
(includes Spanish-to-Spanish and translation from English-to-Spanish)

For complete instructions on how to place any type of relay call, visit www.hamiltonrelay.com.

Póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Louisiana para obtener más información sobre la repetición telefónica en español:

- **Español:** 1.800.737.1813 Voz/TTY
(incluye español a español y la traducción del inglés al español)
- **Fax:** 1.608.827.0402 Español
- **Correo Electrónico:**
spanish@hamiltonrelay.com
- **Departamento de Servicio al Cliente:**
1.866.744.7471 Español

Customer Service If you have suggestions, comments or concerns, please contact:

Louisiana Relay Customer Service
9107 Bluebonnet Centre Blvd.
Baton Rouge, LA 70809
Voice or TTY: 1.888.699.6869
Fax: 1.225.293.3583
E-mail: larelay@hamiltonrelay.com

open your heart

plan the party

get the details

ask a favor



Connecting you with
important people in your life.

Louisiana Relay is a free,
24-hour service that
allows people who are Hearing,

Deaf, Hard of Hearing,
Deaf-Blind or Speech Disabled
to communicate with each
other via the telephone.

Through the use of specialized
equipment, relay users
communicate freely with
friends, family and businesses
who use a standard telephone.

Voice Carry Over (VCO) is an effective service for people who have
a hearing loss and who use their voice on the phone.

VCO users speak directly to the person being called and, through
specialized equipment, read what is spoken by the other party.

With VCO, you won't have to struggle to hear what others say over
the phone and you can enjoy the freedom of using your own voice.

Required Equipment To make a VCO call, you will need either a TTY
(text telephone, sometimes called TDD) or a device made specifically
for VCO calls. This equipment will allow you to read telephone
conversations on a screen and respond using your own voice.

Specialized VCO equipment can be obtained in a variety of ways.
The Louisiana Relay Outreach Coordinator will be happy to assist
you in obtaining equipment. For further information, contact
Louisiana Relay Customer Service: **1.888.699.6869** TTY or Voice.

- Louisiana Relay is a **free** service.
- All calls are kept **confidential**.
- Long distance charges apply.

VCO: Dial 7-1-1 or 1.800.846.5277

Customer Profile

A Customer Profile allows you to customize your relay calls. Using a profile can ensure that all calls made and received via relay automatically connect in VCO.

There are a number of benefits when you create a Customer Profile including faster call processing, speed dialing, customized call greeting, improved typing speed, use of abbreviations, selection of long distance carrier, automatic VCO and others.

To create a Customer Profile, visit:
<http://www.hamiltonrelay.com/states/la.htm> or contact Louisiana Relay Customer Service (see back panel).

Making a VCO Call Making a VCO Call Using a TTY

1. Place your telephone handset on the TTY and dial **7-1-1** or the toll free number for Louisiana Relay: **1.800.846.5277**.
2. When the Communication Assistant (CA) answers, type: "VCO PLS GA."* (NOTE: Having automatic VCO set up in your Customer Profile eliminates this step.)
3. After the CA types: "VCO ON GA," pick up the handset and speak to the CA providing the number for the person you wish to call, followed by "GA." Place the handset onto the TTY immediately after saying "GA."
4. When the CA indicates that the call has connected, pick up the handset and speak to the other person. When you are ready for the other person to respond, say "GA"—and place the handset back on the TTY.
5. The CA types the response of the other person for you to read on your TTY screen. Turn-taking continues in this manner until the call is complete.
6. If you wish to make another call, the CA is available after you have disconnected from your initial call. Simply tell the CA you want to make another call and provide the phone number.

NOTE: If you prefer to keep the handset in one position for speaking rather than moving it to and from the TTY, you can use a Y-jack or line splitter. This allows the TTY and the telephone to be connected to the same line. The handset can remain in one position (either at your ear or holding it as a microphone), allowing you to speak into the phone and read the text with greater convenience.

Making a VCO Call Using a VCO Device

1. Connect to Louisiana Relay by dialing 7-1-1 or the toll free number: **1.800.846.5277**.
2. When the Communication Assistant (CA) answers, press the button that sends a recorded VCO prompt. (NOTE: Having automatic VCO set up in your Customer Profile eliminates this step.)
3. After the CA answers with "VCO ON GA," provide the number you wish to call, then say "GA."
4. The CA types the response of the other person for you to read on your screen. Turn-taking continues in this manner until the call is complete.
5. If you wish to make another call, the CA is available after you have disconnected from your initial call. Simply tell the CA you want to make another call and provide the phone number.

Examples of VCO devices include the Ameriphone and Uniphone.

*"GA" ("Go Ahead") is a term used in relay calls for turn-taking purposes. "GA" ensures that the relay user and the standard telephone user do not respond at the same time. When you see "GA," you know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say "GA."

Receiving a Call as a VCO User

When people want to reach you by phone, they can call through Louisiana Relay by dialing **7-1-1** or the toll free Voice number: **1.800.947.5277**. If you don't have a Customer Profile, you will need to answer incoming calls in one of two ways:

Answering Voice First

1. Pick up the handset and say "This is a VCO call GA." (If you are using a TTY without a Y-jack or line splitter, you must put the handset onto the TTY immediately after you say "GA.")
2. The CA will send his/her CA number and gender, followed by "VCO ON GA."
3. You may then speak directly to the caller, using "GA" to take turns.
4. The CA types the response of the other person for you to read on your screen. Turn-taking continues in this manner until the call is complete.

Answering TTY First

1. Place the handset onto your TTY (unless you are using a VCO device or a Y-jack/line splitter) and type "VCO PLS GA." NOTE: If you have a VCO device, simply press the "VCO MSG" button that sends a recorded VCO prompt.
2. The CA will send his/her CA number and gender, followed by "VCO ON GA."
3. You may then speak directly to the caller, using "GA" to take turns.
4. The CA types the response of the other person for you to read on your screen. Turn-taking continues in this manner until the call is complete.

2-Line VCO

This enhanced relay feature offers you more control and allows for an interactive conversation without the use of "Go Ahead" ("GA") instructions. You can respond in real time and even interrupt, rather than wait for the other party to say "GA." Unlike typical relay calls, the CA does not identify the relay and is present only to type the voice of the standard telephone user. This service requires two telephone lines. For more information, visit: <http://www.hamiltonrelay.com/traditional/711/2linevco/index.htm>.

More information on VCO Calls

For more details on VCO calls, including how to place VCO-to-TTY, VCO-to-Speech-to-Speech calls, establish call set-up and to benefit from other convenient options, visit <http://www.hamiltonrelay.com/traditional/711/vco/index.htm> or contact Louisiana Relay Customer Service (see back panel).

911 Emergency Calls

In the event of an emergency, call 911 or your local emergency services TTY number directly. Louisiana Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

Tips for VCO Users

- Do not start speaking to the CA until you see "VCO ON GA" on the screen.
- The CA cannot hear you until the CA turns on the VCO feature. It is very important to wait for the "VCO ON" confirmation.
- The CA turns off VCO while the other party is speaking and will not hear you (the VCO user) until the "GA" is given.
- When connecting with the CA, please do not press any other keys. Doing so will send TTY tones to the CA and may cause confusion about which call method you want to use (TTY or VCO).
- When you are receiving a relay call and do not have a Customer Profile established, the CA is waiting for you to indicate that you wish to use VCO. You can do so by either typing "VCO PLS GA" on your TTY or by pressing the button that will send the message on your VCO device.
- Every time a VCO call is placed, the CA will ask the person being called if he/she is familiar with Voice Carry Over. If the person is not, the CA will explain how VCO works before the call begins.

Voice Carry Over

Deaf, Hard of Hearing or Speech Disabled Person uses specialized equipment to conduct telephone conversations, speaking directly to the other party.

Communication Assistant (CA) facilitates the conversation by typing the hearing party's side of the conversation.

Family, Friends and Businesses use a standard telephone to communicate freely.



How to connect with Louisiana Relay

Hearing Carry Over (HCO)

Hearing Carry Over (HCO)

To place a call through Louisiana Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- **TTY:** 1.800.846.5277
- **Voice:** 1.800.947.5277
- **ASCI:** 1.888.550.5277
- **Speech-to-Speech:** 1.888.272.5530
- **Spanish-to-Spanish:** 1.800.737.1813
(includes Spanish to Spanish and translation from English to Spanish)

For complete instructions on how to place any type of relay call, visit www.hamiltonrelay.com.

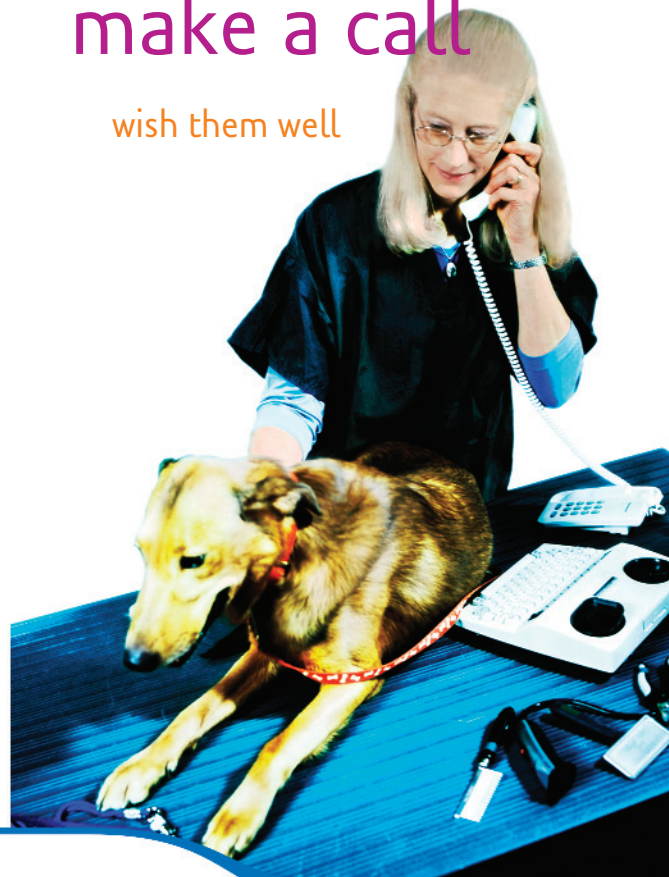
Póngase en contacto con el Departamento de Servicio al Cliente de Louisiana Relay para obtener más información sobre la repetición telefónica en español:

- **TTY:** 1.800.846.5277
- **Voz:** 1.800.947.5277
- **ASCI:** 1.888.550.5277
- **Voz a Voz:** 1.888.272.5530
- **Español a Español:** 1.800.737.1813
(Incluye español a español y la traducción del inglés al español)
- **Fax:** 402.694.5110
- **Correo Electrónico:**
spanish@hamiltonrelay.com

Customer Service If you have suggestions, comments or concerns, please contact:

Hamilton Relay
9107 Bluebonnet Centre Blvd.
Baton Rouge, LA 70809
Voice/TTY: 1.888.699.6869
Fax: 225.293.3583
E-mail: larelay@hamiltonrelay.com

tell a friend
share the news
make a call
wish them well



Connecting you with
important people in your life.

Louisiana Relay is a
24-hour service that

allows people who are Hearing,
Deaf, Hard of Hearing,

Deaf-Blind or Speech Disabled
to communicate with each

other via the telephone.
Through the use of specialized

equipment, relay users
communicate freely with

friends, family and businesses
who use a standard telephone.

Hearing Carry Over (HCO) is an effective service for people who
have difficulty speaking and who are able to hear on the phone.

HCO users can listen directly to the person on the other end of
the phone and, through specialized equipment, type their responses
to a Communication Assistant who voices those responses to the
other party.

With HCO, you won't have to worry about whether your responses
are being understood and you enjoy the freedom of using your own
hearing while borrowing our voice.

Required Equipment To make an HCO call, you will need a TTY
(text telephone, sometimes called TDD). This equipment will allow
you to type your responses on a keyboard while listening directly
to the other party.

Specialized HCO equipment can be obtained in a variety of ways.
The Louisiana Relay Outreach Coordinator will be happy to assist
you in locating equipment. Contact Louisiana Relay Customer Service:
1.888.699.6869 v/tty.

Customer Profile

A Customer Profile allows you to customize your relay calls. Your profile ensures that all calls made and received via relay automatically connect in HCO mode.

There are a number of benefits to creating a Customer Profile including faster call processing, speed dialing, customized call greeting, use of abbreviations, selection of long distance carrier, and automatic HCO.

To create a Customer Profile, visit:
<http://www.hamiltonrelay.com/states/la.htm>
 or contact Louisiana Relay Customer Service:
1.888.699.6869.

Making an HCO Call

Making an HCO Call Using a TTY

- Place your telephone handset on the TTY and dial **7-1-1** or the toll-free number for Louisiana Relay: **1.800.846.5277.**
- When the Communication Assistant (CA) answers, type: "HCO PLS GA."* (NOTE: Having automatic HCO set up in your Customer Profile eliminates this step.)
- After the CA types, "HCO ON GA," type to the CA the number for the person you wish to call, followed by "GA." Be ready to listen for the voice of the person on the other end.
- When the CA indicates that the call has connected, place the handset in the cradle and type to the other person. When you are ready for the other person to respond, type "GA" and pick up the handset to listen to the other party.
- The CA voices what you type to the other person. Turn-taking continues in this manner until the call is complete.
- If you wish to make another call, the CA is available after you disconnect from your initial call. Simply tell the CA you want to make another call and provide the phone number.

If you prefer to keep the handset in one position for listening rather than moving it to and from the TTY, you can use a Y-jack or line splitter. This allows the TTY and the telephone to be connected to the same line. The handset can remain in one position (at your ear to listen to the other party), allowing you to type your side of the conversation with greater convenience.

*"GA" ("Go Ahead") is a term required on HCO calls for turn-taking purposes. "GA" ensures that the HCO user and the standard telephone user do not respond at the same time and miss each other's communication. When you see "GA," you will know it is your turn. The same is true for the CA (before and after the call) and the standard telephone user. "GA" is the standard way for either caller and the CA to indicate they are done conversing for the moment.

Receiving a Call as an HCO User

When people want to reach you by phone, they can call through Louisiana Relay by dialing **7-1-1** or the voice number: **1.800.947.5277.** If you have created a Customer Profile, calls you receive through the relay will automatically be processed as HCO calls.

If you don't have a Customer Profile, you will need to answer incoming calls in the following way:

- Connect your TTY and type a message that says: "HCO PLS GA." The CA will then connect Hearing Carry Over and type: "HCO ON GA." Your call can then proceed as usual.

Louisiana Relay can also facilitate calls for HCO users who want to contact TTY users. To make an HCO to TTY call, dial the relay and inform the CA that you are calling a TTY user. Once the call is connected, you will be able to listen just as you would on a regular HCO call, and type your response directly to the TTY user.

2-Line HCO

This enhanced relay feature gives you more control and allows for an interactive conversation without the use of "Go Ahead" ("GA") instructions. You can respond in real time and even interrupt, rather than wait for the other party to say "GA." Unlike typical relay calls, the CA does not identify the relay and is present only to voice the typing of the HCO user. This service requires two telephone lines, allowing for more natural conversations. For more information, visit: <http://www.hamiltonrelay.com/traditional/711/2linehco/index.htm>

911 Emergency Calls

When making emergency calls, **dial 9-1-1 directly without using relay.**

More information on HCO Calls

For more details on HCO calls, including how to place HCO to TTY and HCO to Speech-to-Speech calls, visit <http://www.hamiltonrelay.com/traditional/711/hco/index.htm> or contact Louisiana Relay Customer Service: **1.888.699.6869.**

Tips for HCO Users

- Do not start typing until you see "HCO ON GA" on the screen or until you hear the CA indicate that Hearing Carry Over has been activated.
- Once the call is connected, everyone on the call will be able to hear each other.
- Type "GA" each time you are finished typing and are ready for a response.
- You may make as many consecutive calls as you wish.
- When you are receiving a relay call and do not have a Customer Profile established, the CA is waiting for you to indicate that you wish to place an HCO call. You can do so by typing "HCO PLS GA" on your TTY.
- Every time an HCO call is placed, the CA will ask the person being called if he/she is familiar with Hearing Carry Over. If the person is not, the CA will explain how HCO works before the call begins.

Hearing Carry Over

Speech Disabled Person uses specialized equipment to conduct telephone conversations, listening to the other party and typing responses.



Communication Assistant (CA) facilitates the conversation by voicing what the text user types to the other party.



Family, Friends and Businesses use a standard telephone to communicate freely.

How to connect with Louisiana Relay

Speech-To-Speech

Speech-To-Speech

To place a call through Louisiana Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- **TTY:** 1.800.846.5277
- **ASCII:** 1.888.550.5277
- **Voice:** 1.800.947.5277
- **Speech-to-Speech:** 1.888.272.5530
- **Spanish:** 1.800.737.1813
(includes Spanish-to-Spanish and translation from English-to-Spanish)

For complete instructions on how to place any type of relay call, visit www.hamiltonrelay.com.

Póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Louisiana para obtener más información sobre la repetición telefónica en español:

- **Español:** 1.800.737.1813 Voz/TTY
(incluye español a español y la traducción del inglés al español)
- **Fax:** 1.608.827.0402 Español
- **Correo Electrónico:**
spanish@hamiltonrelay.com
- **Departamento de Servicio al Cliente:**
1.866.744.7471 Español

Customer Service If you have suggestions, comments or concerns, please contact:

Louisiana Relay Customer Service
9107 Bluebonnet Centre Blvd.
Baton Rouge, LA 70809
Voice or TTY: 1.888.699.6869
Fax: 1.225.293.3583
E-mail: larelay@hamiltonrelay.com

invite a friend
reschedule the meeting
get the details
ask a favor



Connecting you with
important people in your life.

Louisiana Relay is a free,
24-hour service that
allows people who are Hearing,
Deaf, Hard of Hearing,
Deaf-Blind or Speech Disabled
to communicate with each
other via the telephone.
Through the use of specialized
equipment, relay users
communicate freely with
friends, family and businesses
who use a standard telephone.

Speech-to-Speech (STS) is a relay service for people who have a
difficult time speaking or being understood on the phone.

Speech-to-Speech relay utilizes specially trained Communication Assistants (CAs) who are familiar with a wide variety of speech patterns of callers who may have cerebral palsy, stroke complications, voice disorders or other speech disabilities.

The CA revoices the STS user's side of the conversation as needed, so both relay users no longer have to worry if both sides of the conversation are being understood.

Required Equipment There is no special telephone equipment needed for Speech-to-Speech calls since you can use your own voice or voice synthesizer to speak to the person on the other end of the call. For further information, contact Louisiana Relay Customer Service: **1.888.699.6869** Voice or TTY.

- Louisiana Relay is a **free** service.
- All calls are kept **confidential**.
- Long distance charges apply.

Dedicated Speech-To-Speech Number: 1.888.272.5530

Customer Profile

Since you dial a designated Speech-to-Speech (STS) number to place a call, your call is already identified as an STS call. There are many additional benefits to creating a customer profile, including faster call processing, speed dialing, customized greeting, selection of long distance carrier and others.

To create a Customer Profile, visit:
<http://www.hamiltonrelay.com/states/la.htm>
 or contact Louisiana Relay Customer Service:
1.888.699.6869 V/TTY.

Making a Speech-to-Speech Call

- Dial the toll-free Speech-to-Speech number for Louisiana Relay: **1.888.272.5530**.
- Give the Speech-to-Speech Communication Assistant (CA) the number you wish to call, plus any special instructions.
- Give the CA as much information as possible about your call prior to the CA dialing. For example, if you know you are calling an automated system that requires you to select from a number of options, let the CA know which options you want before the call is placed. If you reach an answering machine, the CA will get your full message and then call back to leave that message.
- The CA will dial the number you wish to call and, upon connection, will ask the person if he/she is familiar with STS. The CA will explain, if necessary.
- The CA will work closely with you to ensure your entire conversation is understood by revoicing your part of the conversation as you request.
- The CA will revoice three- or four-word segments unless you request otherwise.

- The CA will clarify anything that is not clear before revoicing.
- It is helpful if you pause while the CA revoices.
- Take your time. There is no time limit for your calls.
- You or the person you are talking with may request that the CA remain in the background. This option is especially beneficial when calling family, friends or others who are more familiar with your speech. If you need the CA to begin revoicing at any time during the call, you may request the CA to do so.
- Say "Go Ahead" or "GA"* each time you are finished speaking and are ready for a response.
- The call will proceed in this manner until you complete the call.
- You may make as many consecutive calls as you want.
- You are in charge of your call. You may request a male or female CA—and as long as one is available, your request will be honored.

*"GA" ("Go Ahead") is a term used in relay calls for turn-taking purposes. "GA" ensures that the relay user and the standard telephone user do not respond at the same time. When you see "GA," you know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say "GA."

Voice Carry Over/ Speech-to-Speech (VCO/STS)

VCO/STS is designed for people who are hard of hearing or Deaf and have a speech disability. The relay user can make or receive phone calls using his or her own voice or voice synthesizer, and read everything said by the voice caller on a text telephone (TTY) or VCO device.

To make a VCO/STS relay call:

Making a VCO/STS is similar to making a standard Speech-to-Speech call with these special differences:

- Dial the Speech-to-Speech number for Louisiana Relay using your TTY or VCO phone: **1.888.272.5530**.
- Request VCO or complete a VCO profile with Customer Service.
- After the CA acknowledges that VCO is on, give the CA the number you wish to call plus any special instructions.
- The STS CA will type to you and ask if you are familiar with STS. The CA will explain if necessary.
- The CA will dial the number you wish to call and, upon connection, will ask the person if he/she is familiar with STS. The CA will explain, if necessary.
- When you see "GA" from the CA, say your first phrase or sentence followed by "Go Ahead."
- The CA will type what you said back to you adding "CORRECT QQ** GA" at the end of the phrase or sentence. If you say "Yes,GA," the CA will type "(REVOICING NOW...)" and revoice your entire phrase or sentence to the person you are calling.

- The CA will type the response of the standard telephone user back to you.
- The call will proceed in this manner until you complete the call.

**QQ is used when asking a question, as an alternative to a question mark.

911 Emergency Calls

In the event of an emergency, call 911 or your local emergency services TTY number directly. Louisiana Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

More Information on Speech-to-Speech Calls

For more details on Speech-to-Speech calls, including how to place VCO-to-Speech-to-Speech calls and convenient options available, visit <http://www.hamiltonrelay.com/traditional/711/speechtospeech/index.htm> or contact Louisiana Relay Customer Service: **1.888.699.6869** V/TTY.

Speech-to-Speech

Speech Disabled Person uses a standard phone to conduct telephone conversations, speaking directly to the other party.



Cómo conectarse con el Relevo de Louisiana

Obtenga los detalles

Conectándolo con personas importantes en su vida

Para hacer una llamada del Relevo de Louisiana, llame a uno de los números gratuitos de abajo:

- **Español:** 1.800.737.1813 (incluye español a español y la traducción del inglés al español)
- **Departamento de Servicio al Cliente:** 1.866.744.7471 Español
- **Correo electrónico:** spanish@hamiltonrelay.com

Para obtener instrucciones completas sobre la manera de hacer cualquier tipo de llamada de relevo visite **www.hamiltonrelay.com**. O llame al Departamento de Servicio al Cliente del Relevo de Louisiana al 1.866.744.7471 y un representante de servicio al cliente estará encantado de ayudarlo.

Si tiene sugerencias, comentarios o inquietudes por favor póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Louisiana usando la información de contacto de abajo:

**Departamento de Servicio al Cliente
del Relevo de Louisiana**
9107 Bluebonnet Centre Blvd.
Baton Rouge, LA 70809
1.866.744.7471 Español
Fax: 1.608.827.0402 Español
Correo electrónico: spanish@hamiltonrelay.com

El Relevo de Louisiana es un servicio ofrecido por el Relevo de Hamilton de Aurora, Nebraska, un líder nacional en la prestación de servicios de relevo telefónico de alta calidad para personas sordas, o con problemas auditivos o del habla. El Relevo de Hamilton ha estado ofreciendo servicios de relevo telefónico desde 1991 y ha desarrollado una reputación como proveedora de un servicio al cliente excepcional, una tecnología confiable, educación esencial en el campo del relevo telefónico y asistentes de comunicación profesionales.

CapTel® es una marca registrada de Ultratec, Inc.

EL RELEVO DE
HAMILTON
De eso es de lo que estoy hablando

abra su corazón
reporte los resultados



planifique la fiesta

pida un favor



El Relevo de Louisiana es un servicio gratuito disponible las 24 horas, que permite que las personas sordas, con problemas auditivos, sordas-ciegas o con problemas del habla se comuniquen las unas con las otras por teléfono. Mediante el uso de equipo especializado, los usuarios del relevo telefónico se comunican libremente con amigos, familiares o empresas que usen un teléfono normal.

No cuelgue. Cuando descuelgue el teléfono y oiga "Este es el Relevo de Louisiana ..." no cuelgue. No es un vendedor por teléfono. Es un cliente, socio comercial o conocido que quiere hablar con usted.

Cuando se hace una llamada por medio del Relevo de Louisiana, un asistente de comunicación facilitará la llamada. Usando un teléfono TTY (llamado también un teléfono TDD o un teléfono de texto), las personas que no oyen y/o hablan escriben su conversación y el asistente de comunicación comunica verbalmente lo que se escribe. Cuando el usuario que está usando un teléfono convencional responde, el asistente de comunicación escribe todo lo que oye. Los asistentes de comunicación actúan como un vínculo invisible entre las dos personas.

Se mantiene la estricta confidencialidad de todas las llamadas. Los asistentes de comunicación no hacen comentarios ni responden preguntas sobre la conversación, ni se involucran de cualquier otra manera. Como lo exige la ley, los asistentes de comunicación no pueden divulgar información proveniente de una conversación de relevo telefónico ni se guarda registro alguno de las conversaciones.



Acceso y Cargos Conéctese con el relevo telefónico llamando al número gratuito (enumerados en el panel trasero). El Relevo de Louisiana se encuentra disponible 24 horas al día, 7 días a la semana, sin restricciones en cuanto a la duración o el número de las llamadas hechas. Los cargos de larga distancia son aplicables a todas las llamadas de larga distancia.

Opciones diseñadas para conectarlo de la mejor manera posible

El Relevo de Louisiana ofrece diversas opciones de conexión:

TTY (Teléfono de Texto) El relevo telefónico tradicional es un gran servicio para las personas que usan un teléfono TTY, ya que pueden escribir su parte de la conversación y leer las respuestas de la otra persona.

Voice Carry Over (VCO) Un servicio efectivo para las personas con una pérdida auditiva que usan su voz para hablar por teléfono. Los usuarios hablan directamente con la persona que están llamando y leen lo que dice la otra persona usando un equipo especializado.

Hearing Carry Over (HCO) Un servicio confiable para las personas con discapacidades del habla. Los usuarios oyen directamente a la persona que están llamando y escriben sus respuestas para la otra persona usando un equipo especializado.

Speech-to-Speech Un servicio que es particularmente beneficioso para las personas que oyen y tienen un trastorno del habla. El usuario del servicio Speech-to-Speech determina el nivel de servicio con el asistente de comunicación, el cual puede incluir la repetición y aclaración.

Español Un servicio útil para las personas que usan un teléfono TTY y el idioma español. El relevo español a español facilita las llamadas que se realizan usando el español hablado y escrito. El relevo telefónico de inglés a español facilita las llamadas en español verbal y escrito.

Información adicional sobre el Relevo de Louisiana:

Perfiles de Cliente El Departamento de Servicio al Cliente puede fijar preferencias automáticas para el tipo de llamada, los números de discado rápido, el servicio de larga distancia y otra información que le permite al asistente de comunicación conectar su llamada con rapidez y exactitud.

Para crear un perfil de cliente visite <http://www.hamiltonrelay.com/states/la.htm> o póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Louisiana llamando al **1.866.744.7471** Español.

Opciones Adicionales de Conexión Incluyendo Turbo Code, ASCII y voz.

Distribución de Equipos Los residentes de Louisiana con problemas auditivos o del habla que requieran el uso de un teléfono de texto (TTY), telebraille o equipo de amplificación son elegibles para el programa de acceso a las telecomunicaciones. Para ver si usted o alguien que conoce califica para este programa de equipos, use la siguiente información de contacto:

Louisiana Rehabilitation Services
627 N. Fourth St., Second Floor (Iberville Building)
P.O. Box 91297 (70821-9297)
Baton Rouge, LA 70802
1.225.219.2225 or 1.800.737.2958

Louisiana Commission for the Deaf
1.225.219.2424 or 1.800.256.1523
Sitio web: <http://www.dss.state.la.us>

Teléfonos Públicos La Comisión Federal de Comunicaciones ordenó que todas las llamadas de relevo locales hechas desde un teléfono público sean gratuitas. Simplemente marque el número gratuito para hacer una llamada de relevo. Cuando haga una llamada de larga distancia desde un teléfono público al asistente de comunicación se le deberá proveer una forma de pago para la llamada (por ejemplo una tarjeta telefónica). No se pueden usar monedas para una llamada de relevo de larga distancia desde un teléfono público.

Llamadas de Emergencia En caso de una emergencia, llame al número TTY de los servicios de emergencia locales. El Relevo de Louisiana hará todo lo posible para ayudarlo en una emergencia. Tome en cuenta que los centros de relevo telefónico no son centros 911 y no asumen la responsabilidad por las llamadas.

Cumplidos, Inquietudes o Quejas Póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Louisiana (véase el recuadro de atrás). Además, la Comisión Federal de Comunicaciones se encuentra disponible para servirle en relación con las cuestiones concernientes al relevo.

Visite www.fcc.gov/cgb/complaints.html

cierre su oferta

cuenta su historia

comparta su vida

reprograme la reunión

obtenga los detalles

